BTEC Assignment Brief

Qualification	Pearson BTEC International Level 3 Extended Diploma in Business and Hospitality
Unit number and title	**Unit 21: Luxury Hospitality**
Learning aim	**C:** Demonstrate customer service and problem solving in different luxury hospitality situations
Assignment title	**Luxury Hospitality and customer service**
Assessor	
Issue date	
Hand in deadline	

Vocational Scenario or Context	Continuing in your role as a supervisor in luxury hospitality business you have been asked by your manager to lead the team and show when dealing with guests' your customer service skills. You will be working in a department in a luxury hospitality business. As part of your customer service you will: • Demonstrate communication and interpersonal skills • Deal with customers and meet their needs • Provide information and solutions
Task 1	This task requires you to demonstrate in two different situations customer service skills in luxury hospitality. This will take place in a specific department and ensuring that customers' needs are met effectively. Particular attention should be paid to finding solutions for the customers. You will be required to demonstrate a variety of skills including: • Verbal and non-verbal communication • Recognising and overcoming barriers to communication • Listening • Appropriate communication skills including body language • Appropriate behaviours for the situation. You will be observed by your tutor, who will produce a detailed observation record. The final part of this task is to evaluate the importance of customer service to luxury hospitality in dealing with scenarios like these making detailed and justified

	recommendations how this will influence the potential success of the business.
Checklist of evidence required	Observation record Evidence log Feedback sheets
Criteria covered by this task:	
Unit/Criteria reference	To achieve the criteria you must show that you are able to:
C.D3	Consistently demonstrate initiative, responsibility and professionalism in using communication and interpersonal skills to successfully meet customer needs in two different luxury hospitality situations, evaluating the importance to potential business success.
C.M3	Confidently and effectively demonstrate communication and interpersonal skills appropriate to meet customer needs in two different luxury hospitality situations.
C.P5	Demonstrate communication and interpersonal skills appropriate to meet customer needs in two different luxury hospitality situations.
Sources of information to support you with this Assignment	
Other assessment materials attached to this Assignment Brief	None